OFFICE CIRCULAR

APPLICATIONS ANALYST (GRADE A2/A3), CLIENT SUPPORT SERVICES, INFORMATION TECHNOLOGY AND NETWORK SERVICES

Closing date for applications: 14 October 1997

The OECD is an equal opportunity employer
and encourages applications from female candidates

Role

Under the overall guidance of the Head of Unit, the main responsibilities of the post-holder will be to supervise and co-ordinate the work of the Client Support Centre and Office Equipment Services.

Main Duties

1. Supervise and co-ordinate the work of the Client Support Centre to ensure that users receive a high level of service in response to calls for assistance or in relation to requests for additional facilities/services. Identify major emerging problems and ensure that appropriate areas of ITN are immediately informed. Co-ordinate the resolution of problems and the implementation of appropriate solutions.

2. Manage the work associated with planning, installing and supporting desktop computer equipment and software in a network environment.

3. Organise and manage "Just-in-Time" IT training program. Ensure that effective training courses are developed, scheduled and provided to users. Ensure that appropriate user documentation is prepared and distributed for major systems and facilities.
4. Maintain a high level of contact with user areas. Ensure that the relevant users are aware of impending changes in systems or service. Discuss service issues and problems with users and ensure that appropriate action is taken. Foster a culture of “self help” within the user community by providing appropriate information and utilities.

5. Plan and manage the introduction of new Client facilities or services. Conduct investigations and prepare reports, as necessary.

6. Plan and manage special projects, as requested. Ensure all tasks are completed according to the project plan and within budget. Investigate technical alternatives and, as necessary, resolve project-related problems.

7. Carry out other related duties as required.

Principal Qualifications

1. University degree in computer science or equivalent.

2. Very good general knowledge of information technology. Experience with microcomputers, local area networks and techniques of client-server computing.

3. Extensive experience in problem resolution and in the provision of Help Desk services in a networked computing environment.

4. Very good interpersonal and communications skills and ability to work effectively in a multicultural environment. Demonstrated ability to establish good working relations with users of information systems and with other information processing specialists. Ability to communicate clearly, both orally and in writing.

5. Very good project management, organisational and analytical skills. Ability to take initiative and develop strategies.

6. Very good knowledge of both official languages of the Organisation (English and French).

N.B. The appointment may initially be made at the level immediately below if the qualifications and professional experience of the selected applicant correspond to that level; in this case, the duties and responsibilities assigned to the post will be adjusted accordingly.
GENERAL INFORMATION ON VACANCIES AND APPLICATIONS

Who may apply: Posts in the Organisation are open to both male and female nationals of Member countries. External candidates must be less than 65 years old at the time of appointment.

Closing date: The date shown is that at which the selection procedures begin officially. Applications received later will be considered only on an exceptional basis.

Duration of appointment: A fixed-term appointment (usually for two or three years, with the possibility of renewal) will be offered.

Grade of appointment: Posts are normally filled at the grade indicated. Some posts, however, may be filled provisionally at the level immediately below if the qualifications and professional experience of the chosen candidate correspond to that level and if such a possibility has been indicated on the vacancy notice. In this case, the duties and responsibilities assigned will be adjusted accordingly.

Place of work: Unless otherwise stated, work will be carried out in Paris. However, for some posts, occasional travel may be required.

Duties: The duties mentioned are the main duties to be carried out at the time of appointment. They may be modified according to the work programme of the Service or with the introduction of new work methods and/or equipment.

Qualifications: The qualifications listed are those which are most important to the performance of the duties mentioned. Their sequence is not an indication of the relative importance attached to them.

Tests: For some posts, candidates may be required to take a written or oral examination. The result will be a factor in the selection.

Interviews: The best-qualified candidates will be called for interview. Those who are not to be interviewed will be so informed. Candidates who are not native speakers of either of the two official languages will be assessed at interview in the official language of their choice -- unless the post in question requires an excellent or very good knowledge of both languages in which case all candidates will be required at interview to demonstrate competency in the two languages.

Final selection: The final selection will be made on the basis of the qualifications mentioned in the Vacancy Notice and in comparison with those of the other candidates. Unsuccessful candidates will be notified not later than one month after the appointment procedure has been completed.

How to apply: Those who wish to apply for this post should send a detailed Curriculum Vitae (indicating the vacancy reference number) to Human Resource Management, accompanied by supporting documentation, such as titles of publications and/or copies of diplomas, as appropriate. Other than employment history and educational background your CV must include your nationality, sex and birthdate.

April 1997